Arrowhead Regional Medical Center

DESCRIPTION OF MAJOR SERVICES

Arrowhead Regional Medical Center (ARMC) is a state-of-the-art acute care facility embracing advanced technology in all patient and support areas. ARMC offers the latest in patient care by providing a full range of inpatient and outpatient services, community health centers (three offsite and one onsite), Behavioral Health inpatient services, and numerous specialty services. Freeway access, shuttle service and close proximity to an Omnitrans bus hub make ARMC convenient to County residents.

Budget at a Glance

\$450,920,892 Requirements Less Reimbursements* Sources/Reimbursements \$442 423 843 Net Budget Estimated Unrestricted Net Assets Use of Unrestricted Net Assets Total Staff *Includes Contingencies

(\$8,497,049)

\$26.886.322

\$8,497,049

3.691

ARMC and Behavioral Health facilities are comprised of a total of 456 inpatient beds (90 in the Behavioral Health unit and 366 in ARMC), most of which are private. The Emergency Department is a Level II Trauma Center and consists of 15 observation rooms, 8 treatment rooms, 3 law enforcement holding rooms, 8 trauma rooms and a 9 bay Rapid Medical Emergent Treatment area to expedite treatment and improve throughput. The helicopter landing area can accommodate both standard Medi-Vac helicopters and military helicopters. The outpatient care center consists of 109 examination rooms and 8 procedure rooms.

The campus houses six buildings which also serve to outline the definitive services/medical center functions: Acute Hospital, Behavioral Health Center, Outpatient Care Center, Diagnostic and Treatment Centers, Central Plant, and the Medical Office Building.

Inpatient Care: Inpatient services provide curative, preventative, restorative and supportive care for general and specialty units, within the General Acute Care and Behavioral Health Hospital. Care is coordinated among multiple care providers responsible for patient care twenty-four hours a day. Nursing functions as a primary interface with patients, families and others, and is often the interpreter for the hospital experience and treatment plan. A primary focus is Education, and ARMC offers Residency Programs for the training of physicians in Family Medicine, Emergency Medicine, Surgery, Neurosurgery, Women's Health, and Internal Medicine.

Outpatient Services: Outpatient Care is an integral part of our multifaceted healthcare delivery system offering a wide range of emergency, primary, preventive, chronic, follow-up and specialty care in an ambulatory care setting. Visits have exceeded 250,000 annually, exclusive of the Emergency Room volume. Mobile services have been expanded to one Mobile Clinic and two Breathmobile® units for a total of three mobile units. This allows clinical services to be delivered in outlying areas.

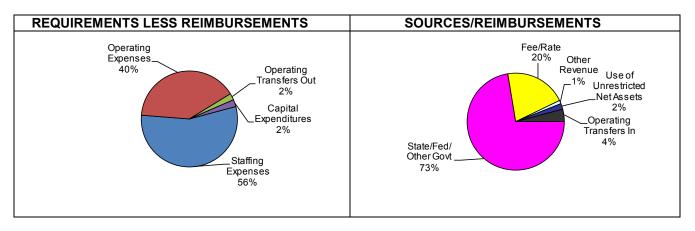
ARMC has worked diligently with the California Association of Public Hospitals to maximize funding for Medi-Cal and uninsured patients under Disproportionate Share and Safety Net Care Pool sources. These sources are provided primarily through the California section 1115 Waiver. The Waiver, implemented in November 2010, has been the funding source for substantial transformation and expansion of the Medi-cal program at ARMC.

Under the Waiver, ARMC recently completed the two year requirement for the operation of the Low Income Health Plan (LIHP), which began January 1, 2012, and ended December 31, 2013. The County of San Bernardino created a collaborative of community stakeholders and County departments, including Behavioral Health, Human Services, and Public Health, that implemented the County's LIHP, ArrowCare.

An additional funding source provided under the waiver, the Delivery System Reform Incentive Plan (DSRIP), has been an innovative approach to transforming existing delivery systems. The DSRIP has provided Infrastructure Development, Innovation Redesign, Population-Focused Improvement and Urgent Improvement in Quality and Safety. DSRIP funding is strictly tied to results and meeting transformation milestones. ARMC's DSRIP implemented 68 milestones to improve health management for ARMC patients, resulting in achieving 95% of the associated funding for Demonstration Year 8.



2014-15 RECOMMENDED BUDGET



BUDGETED STAFFING

STAFFING ANALYSIS					5-YEAR STAFFING TREND			
Authorized Positions Regular Limited Term Total Staffing Expenses	2012-13 Final 2,659 885 3,544 \$234,823,505	2013-14 Adopted 2,664 944 3,608 \$244,234,021	2013-14 Modified 2,659 962 3,621 \$247,092,447	2014-15 <u>Recommended</u> 2,710 981 3,691 \$249,854,047	3750 3500 3250 3,114 3,621 3,691 3,544 3,000 2750 3,114 3,000 2750			



ANALYSIS OF 2014-15 RECOMMENDED BUDGET

GROUP: Arrowhead Regional Medical Center
DEPARTMENT: Medical Center

FUND: Medical Center

BUDGET UNIT: EAD MCR
FUNCTION: Health and Sanitation
ACTIVITY: Hospital Care

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Estimate	2013-14 Modified Budget	2014-15 Recommended Budget	Change From 2013-14 Modified Budget
Requirements				i		<u> </u>	
Staffing Expenses	201,506,225	213,355,057	231,529,363	243,073,755	247,092,447	249,854,047	2,761,600
Operating Expenses	168,352,555	192,521,910	189,924,979	204,369,307	179,312,122	180,362,076	1,049,954
Capital Expenditures	2,627,788	10,585,537	5,363,315	6,675,203	6,918,566	10,692,236	3,773,670
Contingencies	0	0	0	0	0	0	0
Total Exp Authority	372,486,568	416,462,504	426,817,657	454,118,265	433,323,135	440,908,359	7,585,224
Reimbursements	(12,500)	(139,322)	(179,912)	0	0	0	0
Total Appropriation	372,474,068	416,323,182	426,637,745	454,118,265	433,323,135	440,908,359	7,585,224
Operating Transfers Out	9,808,735	8,230,697	9,618,819	49,081,424	10,893,056	10,012,533	(880,523)
Total Requirements	382,282,803	424,553,879	436,256,564	503,199,689	444,216,191	450,920,892	6,704,701
Sources				i			
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State, Fed or Gov't Aid	297,112,802	291,865,158	317,139,276	347,051,405	322,671,588	326,772,943	4,101,355
Fee/Rate	89,696,625	97,178,302	91,177,192	81,973,580	76,464,564	92,065,054	15,600,490
Other Revenue	14,660,124	2,151,835	30,112,490	5,023,654	6,171,757	5,130,054	(1,041,703)
Total Revenue	401,469,551	391,195,295	438,428,958	434,048,639	405,307,909	423,968,051	18,660,142
Operating Transfers In	974,630	38,312,185	23,561	63,558,372	30,556,100	18,455,792	(12,100,308)
Total Sources	402,444,181	429,507,480	438,452,519	497,607,011	435,864,009	442,423,843	6,559,834
Net Budget*	20,161,378	4,953,601	2,195,955	(5,592,678)	(8,352,182)	(8,497,049)	(144,867)
				Budgeted Staffing	3,621	3,691	70

^{*}Net Budget reflects Total Sources less Total Requirements for Internal Service and Enterprise funds. When Net Budget is negative, it means that the department will be using assets that have been carried over from the prior year.

MAJOR EXPENDITURES AND REVENUE IN 2014-15 RECOMMENDED BUDGET

Staffing expenses of \$249.9 million fund 3,691 budgeted positions. Operating expenses of \$180.4 million are comprised primarily of medical supplies, physician fees, purchased medical services, external provider care services, insurance, utilities, and rent expense. Capital expenditures of \$10.7 million fund needed clinical and non-clinical equipment purchases.

Operating transfers out of \$10.0 million primarily represents costs budgeted for debt service in the amount of \$8.0 million. The remaining \$2.0 million represents costs for construction projects, which are being managed by the Architecture and Engineering department.

Total revenue of \$424.0 million includes \$326.8 million in state and federal funding primarily from Medicare and Medi-Cal; \$92.1 million in current services from private pay patients and insurance; and \$5.1 million in other revenue from cafeteria sales, interest, miscellaneous grants, and services provided to other County departments and hospitals through the residency program.

Operating transfers in of \$18.5 million represents the portion of Health Realignment allocated to ARMC. The expansion of Medi-Cal that took place in January 2014 has decreased the amount of uninsured patients thus impacting the amount of Realignment the County receives for healthcare costs incurred on uninsured patients.

BUDGET CHANGES AND OPERATIONAL IMPACT

During 2013-14, ARMC responded to the biggest payer change in its history. It has been two years of preparation as Medi-Cal access and eligibility was expanded through the Affordable Care Act, effective January 1, 2014.

Requirements are increasing by \$6.7 million. This is primarily due to an increase of \$2.8 million in staffing expenses, representing an increase in retirement costs and the addition of 70 net budgeted positions related to regulatory, quality improvement, and volume requirements. Operating expenses are increasing by \$1.0 million, which includes an increase in COWCAP costs, insurance costs, and professional and special services, offset by



decreased Medically Indigent Adult program costs due to increased Medi-Cal availability. Capital expenditures are increasing by \$3.8 million due to equipment replacement needs. Operating transfers out are decreasing by \$0.9 million due to completion of various capital projects.

Sources are increasing by \$6.6 million primarily due to the implementation of the Affordable Care Act. Medi-Cal revenues are increasing by \$76.2 million, offset by a decrease of \$53.0 million due to a reduction in Safety Net Care Pool and discontinuation of the Low Income Health Program (LIHP). Federal reimbursement is reduced by \$19.1 million due to a reduction in Medicare inpatient payments, meaningful use grant funds, and Disproportionate Share Hospital (DSH) payments. Current services revenue is increasing by \$15.6 million due to increased reimbursement from Behavioral Health, Self-Pay patients, and Commercial payers. Other operating revenue is decreasing by \$1.0 million due to reduction in resident reimbursement. Realignment revenues are decreasing by \$12.1 million as a result of AB 85 legislation. This legislation requires a redirection of a portion of realignment revenues to offset state costs for CalWORKS since counties will receive more federal funding through Medi-Cal expansion.

STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of \$249.9 million fund 3,691 budgeted positions of which 2,710 are regular positions and 981 are limited term positions. The 2014-15 budget includes a net increase of 70 positions (addition of 111, deletion of 41). This includes a net increase of 52 regular positions and 18 limited term positions to address existing operational needs related to regulatory requirements, quality improvement, and to maintain staffing ratios based on volume. Twenty one Registered Nurse IIs and 14 Registered Nurse II-Per Diems have been added to reduce overtime and nurse registry usage. Fifteen limited term Custodians were added to ensure proper coverage to address cleanliness in the hospital.

A total of 111 positions are added to the budget (65 regular, 46 limited term) as follows:

Additions

Accounting Technician (1 regular) Ancillary Receivables Manager (1 regular) Assistant Manager-Laboratory (1 regular) Assistant Manager-Medical Imaging (1 regular) Assistant Manager-Nutrition Services (1 regular) Clinic Assistant (8 regular) Clinical Therapist I (2 regular) Contract Social Svc Practitioner (1 limited term)

Custodian (15 limited term)

Family Health Clinic Office Manager (3 regular) Health Education Specialist II (2 regular)

Health Info Mgmt Assistant I (3 limited term)

Hospital Unit Assistant (1 regular, 2 limited term)

Lead Physical Therapist (1 regular) Lead Speech Therapist (1 regular) Licensed Vocational Nurse II (4 regular) LVN II-Per Diem (3 limited term) Mental Health RN II (7 regular)

Office Assistant II (1 regular, 1 limited term) Office Assistant III (1 regular, 2 limited term) Psychiatric Tech I (3 regular, 5 limited term)

Registered Nurse II (21 regular)

Nursing Attendant (3 regular)

Registered Nurse II-Per Diem (14 limited term)

Social Service Practitioner (1 regular)

Staff Analyst II (1 regular)

A total of 41 vacant positions have been deleted (13 regular, 28 limited term) based an operational assessment of staffing requirements.

Deletions:

Clinic Assistant (1 regular, 1 limited term) Cont. Home Health Social Worker (2 limited term) Cont. Home Health Reg. Therapist (1 limited term) Contract Social Service Practitioner (1 limited term) Contract Ancillary Receivables Mgr (1 limited term) Contract Arrowcare Medical Dir (1 limited term) Contract Respiratory Care Pract (2 limited term) Education Services Supervisor (1 regular) Float Pool RN-Per Diem (1 limited term) Health Info Management Assistant I (1 regular) Hospital Unit Assistant (2 regular)

Laboratory Technologist II (1 regular*) Licensed Vocational Nurse II (1 regular) LVN II-Per Diem (2 limited term) Office Assistant II (1 regular, 1 limited term) Office Specialist (1 limited term)

Public Service Employee (7 limited term)

Registered Nurse II (3 regular)

Registered Nurse II-Per Diem (6 limited term)

Security Technician I (1 regular) Student Nurse (1 limited term)

Ultrasound Technologist II (1 regular*)

^{*} These are technical corrections as position count was overstated in the 2013-14 budget due to job share.



Reclassifications are included in the budget to better align position classifications with assigned work duties. The majority of recommended reclassifications are related to the Family Health Care Clinics moving toward the Population Health Management model, which focuses on the most acutely ill ambulatory patients to improve their care. Registered Nurse II-Clinic positions and Clinic Assistants are being reclassified to Family Health Clinic Care Managers and Clinic Assistant IIs, respectively, to follow the Population Health Management model.

2014-15 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Administration	33	0	33	30	3	0	33
General Support and Patient Services	471	158	629	499	74	56	629
Medical Director	11	179	190	190	0	0	190
Fiscal Services	390	35	425	371	45	9	425
Patient Services	1,136	497	1,633	1,328	279	26	1,633
Quality Improvement	32	5	37	35	2	0	37
Support Services	318	37	355	312	28	15	355
General Support and Compliance	319	70	389	338	46	5	389
Total	2,710	981	3,691	3,103	477	111	3,691

Administration		Patient Services	Support Services		
Classification	Classification		Classification		
1 Administrative Analyst III	8	ARMC House Supervisor-Per Diem	2	Air Conditioning Mechanic	
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1 ARMC Chief Operating Officer	16	Assistant Nurse Manager	2	Ambulatory Clinic Manager	
ARMC Medical Director	2	AsstHospAdmin-NursingSvcs	1	ARMC Bldg Maint and Secty Mgr	
Director Arrowhead Reg Med Ctr	4	Burn Care Technician	1	ARMC Facilities Project Coord	
Executive Assistant	3	Certified Trauma Registrar	1	ARMC Safety Technician	
Executive Secretary II	. 1	Chief Nursing Officer	1	Assistant Manager-Environ Svs	
1 Executive Secretary III -Class	12	Clinic Assistant	1	Assistant Manager-Facilities	
7 Fiscal Specialist	1	Clinical Nurse Specialist	1	Assoc Hosp Adm Professional Sv	
1 General Services Aide	4	Cont Surgical Tech	1	Asst Hosp Admin-Ambulatory Svc	
4 Office Assistant II	1	Education Services Supervisor	5	Bio-Medical Electronic Tech I	
1 Office Assistant III	30	Emergency Room Technician	1 5	Bio-Medical Electronic Tech II	
Office Specialist Personnel Technician	2 5	Fiscal Assistant Float Pool Regstrd Nurse-PDiem	3	Building Plant Operator	
Personnel Technician Secretary I	5 1	Health Education Specialist II	ა 154	Cont ARMC Security Technician Custodian I	
1 Secretary II	1	Hospital Employee Health Nurse	3	Custodian II	
1 Staff Analyst I	1	Hospital Services Worker	3	Electrician	
1 Staff Analyst II	81	Hospital Unit Assistant	3 7	General Maintenance Mechanic	
1 Supervising Fiscal Specialist	3	House Supervisor	4	General Maintenance Worker	
33 Total	3	Lic Vocational Nurse-Per Diem	2	General Services Aide	
00 10101	74	Licensed Vocational Nurse II	5	Hospital Plant Operator	
	1	Multimedia Coordinator	1	Hospital Services Worker	
	10	Nurse Educator	6	Linen Room Attendant	
	13	Nurse Manager	1	Maintenance Supervisor	
	3	Nurse Supervisor	1	Medical Center Hskpg/Linen Man	
	132	Nursing Attendant	33	Office Assistant II	
	4	Nursing Program Coordinator	2	Office Assistant III	
	4	Office Assistant II	3	Painter I	
	4	Office Assistant III	3	Plumber	
	353	Registered Nurse II - Per Diem	1	Registered Nurse II - Clinic	
	678	Registered Nurse II-ARMC	4	Secretary I	
	1	RegisteredCardioPulmonaryNurse	1	Secretary II	
	1	Respiratory Care Practitioner2	71	Security Technician I	
	4	Secretary I	10	Security Technician II	
	1	Secretary II	1	Staff Analyst II	
	31	Sterile Processing Technician	1	Stores Specialist	
	4	SterileProcessingTechnician1	1	Supervising Office Specialist	
	2	SterileProcessingTechnician2	4	Supervising Security Technicia	
	1	Stores Specialist	1	Supvg Bio Med Elect Tech	
	90	Student Nurse	7	Supvg Custodian	
	1	Supvg Sterile ProcessingTech	355	Total	
	14	Surgical Technician			
	23 4	Telemetry Technician Ultrasound Technologist II			
	1	Utilization Review Technician			
	1633	Total			
	1000	Total			



Medical Director General Support and Patient Services Fiscal Services Classification Classification Administrative Supervisor I ARMC Patient Navigator Accountant III Cont Resident PGY III AsstHospAdm-BehavioralHealth Accounting Technician Ast Dir of Respiratory Care Sv 13 Cont Resident PGY IV Administrative Supervisor I Cont Resident PGY V 51 Clinic Assistant Administrative Supervisor II 143 Cont Resident PGY VI 51 Clinic Assistant II Ancillary Receivables Manager Cont Resident PGY VII Clinic Supervisor-ARMC Applications Specialist 3 8 19 ARMC Chief Financial Officer **Education Specialist** Clinical Therapist I 6 11 ARMC Medical Srvcs Prgrm Coord Clinical Therapist II Office Assistant II Secretary I Clinical Therapist Pre-License ARMC Social Services Manager Staff Analyst I Cont Occupational Therapist II Ast Hosp Administrator Fiscal Statistical Analyst 35 Cont Resp Care Prac II 10 Automated Systems Analyst I Director of Respiratory Care Svs Automated Systems Analyst II 190 Family Health Clinic Care Manager Automated Systems Technician 13 Family Health Clinic Office Manager **Business Applications Manager** 3 Business Systems Analyst I General Services Worker II Business Systems Analyst II Health Education Specialist II 3 Business Systems Analyst III Health Services Assistant I 3 Hospital Risk Coordinator Case Management Coordinator Hospital Services Worker Case Management Supervisor 29 Hospital Unit Assistant Chargemaster Analyst House Supervisor Chief Medical Informtn Officer 18 Lic Vocational Nurse-Per Diem Collections Officer Licensed Vocational Nurse II Cont Interim Medical Rec Sup Cont Medi-Cal Specialist Licensed Vocational Nurse III 6 Mental Health Clinic Supervisor Cont Social Srv Practitioner Mental Health Nurse II Cont. Asst. Hosp. Admin-Fiscal 54 Mental Health Nurse Mgr-ARMC Cont. Asst. Hosp. Adm-Pnt Fisc ContManagerPreMediCalQualDept 2 Neurodiagnostic Technolgst II Neurodiagnostic Technologist ContSpvsrPreMediCalQualDept Departmental IS Administrator Nurse Educator 2 48 Nursing Attendant 26 Fiscal Assistant Occupational Therapist II Fiscal Specialist General Services Aide Occupational Therapy Assistant Health Info Mgmt Assistant I Health Info Mgmt Assistant II Office Assistant II 53 18 Office Assistant III 10 Office Specialist Health Info Mgmt Assistant III Licensed Vocational Nurse II Oral Surgery Technician Orthopedic Technician 1 Material Manager 4 Medical Records Coder I Patient Navigation Prgm Coord. 12 49 Psychiatric Technician I Medical Records Coder II Pulmonary Function Specialist Medical Records Manager Registered Nurse II - Clinic Medical Records Supervisor Registered Nurse II - Per Diem 28 Office Assistant II 71 Registered Nurse II-ARMC Office Assistant III 79 Respiratory Care Practitioner2 Office Assistant IV 27 Respiratory Therapist Office Specialist 6 18 RespiratoryCarePractitioner2 2 Patient Accounts Supervisor RespiratoryCarePractitioner3 Programmer Analyst I Secretary I Programmer Analyst II SterileProcessingTechnician1 3 Public Service Employee Supervising Office Assistant Registered Nurse Case Manager Supvg Respiratory Care Practit Registered Nurse II - Per Diem Registered Nurse II-ARMC Util Rvw/Perform Imp Nurse 629 RN Case Manager-Per Diem Total 11 Secretary I Social Service Practitioner 10 Staff Analyst I 6 Staff Analyst II Storekeeper Stores Specialist Supervising Office Assistant Supervising Office Specialist Supvg Auto Systems Analyst I



Supvg Health Info Mgmt Assist Supvg Utilization Review Techn Systems Support Analyst II Utilization Review Technician

425

Quality Improvement

Classification

- Assoc Hosp Adm Professional Se
- AsstHospAdmin-NursingSvcs
- Ast Hosp Administrator Fiscal
- Biostatistician
- Cont Mktg&Bus Dev Coord -ARMC
- Librarian II
- Library Assistant I
- Lic Vocational Nurse-Per Diem
- Licensed Vocational Nurse II
- Media Specialist
- Medical Staff Coordinator
- Nurse Epidemiologist
- Office Assistant II
- Office Specialist
- Photographer
- Quality Improvemnt Coordinator
- Registered Nurse II Per Diem
- Registered Nurse II-ARMC
- Secretary II
- Spvg Medical Staff Coordinator
- Staff Analyst II
- Tumor Registrar
- Util Rvw/Perform Imp Nurse

Total

General Support and Compliance

- <u>Classification</u>
 1 Administrative Supervisor I
- 1 ARMC Ethics & Compliance Coord
- 1 ARMC Executive Chef
- ARMC Laboratory Manager
- Assistant Manager-Laboratory
- Assistant Manager-Medical Imaging
- Assistant Manager-Nutrition Svs
 Assoc Hosp Adm Professional Se
- **Autopsy Assistant**
- 4 Clinic Assistant
- Compliance Specialist
- Cont First Five Public Ed Cord
- 4 Cont Occupational Therapist II
- 12 Cont Physical Therapist II
- 19 Cont Radiological Tech
- 4 Cont Rehab Therapist Speech
- 6 Cont Spec Procedures Rad Tech
- 3 Cont Ultrasound Tech
- 6 Cook I
- 10 Cook II
- 3 Cook III
- 3 Cytotechnogist
- 4 Dietary Services Supervisor
- 3 Dietetic Technician
- 10 Dietitian
- First Five Contract Dentist
- 1 First Five Project Director
- 2 Fiscal Assistant
- 31 Food Service Worker I
- 13 Food Service Worker II
- 3 General Services Aide
- 2 Histology Technician
- 1 Hospital Customer Advocate
- 19 Laboratory Assistant
 31 Laboratory Technologist II
- 7 Laboratory Technologist III
- 3 Laboratory Technologist Intern
- 1 Lead Occupational Therapist
- Lead Physical Therapist
- Lead Speech Therapist
- 2 Nuclear Medicine Technologist
- 5 Occupational Therapist II
- Occupational Therapy Assistant
- 34 Office Assistant II

- Classification
 Office Assistant III
- Office Assistant IV
- Office Specialist
- Phlebotomist
- Physical Therapist Assistant
- Physical Therapist II 11
- Privacy & Compliance Specialst Radiographic Clinical Instruct

General Support and Compliance (Continued)

- 15 Radiologic Technologist II
- Radiologic Technologist III Radiologic Technologist School
- Radiology Manager Radiology Supervisor
- Registered Nurse II Per Diem
- 5 Registered Nurse II-ARMC
- Rehabilitation Services Aide
- Rehabilitation Services Manag
- Secretary I
- Secretary II
- Special Proc Rad Technolog 2 13
- Special Proc Rad Technolog 3
- Speech Therapist
- Staff Analyst I
- Staff Analyst II
- Stores Specialist
- Supervising Office Assistant
- Supervising Phlebotomist
- Supv Rehabilitation Therapist
- Supvg Dietitian
- Supvg Laboratory Technologist 6
- Ultrasound Technologist II
- Ultrasound Technologist III
- Util Rvw/Perform Imp Nurse Volunteer Services Coordinator
- 389 Total

